



U.S. DEPARTMENT OF COMMERCE
Bureau of the Census



2010 Census Recruiting Bulletin

OPENING DATE: July 11, 2008
CLOSING DATE: September 30, 2008

Recruiting Bulletin No. BOLCO-2144-05
Providence Early Local Census Office (ELCO)
Providence, RI

This Bulletin will remain open for a minimum of 10 days, or until sufficient applications are received.

POSITION TITLE: Assistant Manager for Quality Assurance (AMQA)

NUMBER OF VACANCIES: One (1)

PAY RATE: \$42,120 per year \$ 20.25 per hour

EXCEPTED SERVICE POSITION: Temporary, Schedule A Appointment, not-to-exceed one year, with the possibility of a one-year extension.

WORK SCHEDULE: This is a temporary, full-time position. The incumbent is covered by the mixed-tour employment program.

DUTY LOCATION: Providence, RI

AREA OF CONSIDERATION/WHO MAY APPLY: U.S. citizens residing in Providence, Kent, and Bristol Counties RI

POSITION SUMMARY: The incumbent reports directly to the Local Census Office Manager (LCOM) and is responsible for multiple quality control operations in the office and field. The AMQA directly supervises Office Operations Supervisors (OOS) and Field Operations Supervisors (FOS) within the Quality Assurance department.

QUALIFICATIONS:

- A. Submit a complete application and the three Evaluation Criteria Statements included with this Bulletin. You must have at least the minimum experience level for each criterion to qualify for this position. And you must have experience in every aspect of the level you choose.
- B. Pass a written, one hour, multiple-choice, supervisory skills test.

DUTIES OF THE ASSISTANT MANAGER FOR QUALITY ASSURANCE

- A.** The AMQA directly supervises QA Office Operations Supervisors, QA Field Operations Supervisors and indirectly supervises office clerks, field crew leaders and enumerators for the Quality Assurance department.
- B.** Oversees training of all Quality Assurance personnel. Conducts training sessions for Quality Assurance personnel as necessary.
- C.** Meets regularly with the LCOM and the AMFO to report on the progress of the QA operations.
- D.** Identifies and reports on quality problems or concerns within pre-established guidelines for all field data collection operations within the LCO. In an advisory role, suggests remedial action or alternatives to resolve problems.
- E.** Uses management reports to monitor the quality of data collection processes and performance.
- F.** Meets stringent production goals and quality standards to assure the timely completion of tasks and the efficient utilization of resources.
- G.** The AMQA is the principal technical advisor on quality assurance aspects of field data collection operation within the LCO.
- H.** Clearly and persuasively communicates recommendations to LCOM, Assistant Managers and QA FOS's and OOS's.
- I.** Works closely with the Assistant Managers of Recruiting (AMR), Administration (AMA), Field Operations (AMFO) and Assistant Manager of Technology (AMT) to ensure proper staffing for quality assurance operations, timely payroll for staff, and quality standards of work.
- J.** The AMQA works with the Management Team and assists with recruiting efforts and promotional activities as needed.

HOW TO APPLY:

Applicants must submit a resume with cover letter or the Optional Application for Federal Employment (OF-612). List your work duties and accomplishments relating to the job for which you are applying.

The following information is needed to evaluate your qualifications and determine if you meet legal requirements for Federal employment. Failure to provide this information may result in loss of consideration.

- **The Recruiting Bulletin number and the position title.**
- Full name, mailing address with zip code, day and evening phone numbers with area codes.
- Social Security number.
- Country of Citizenship. **This Federal job requires U.S. citizenship.**
- Highest Federal civilian grade held (if applicable).
- Veteran's Preference – Applicants claiming 10-point veteran's preference **MUST** submit the SF-15, Application for 10-Point Veterans Preference, and the latest copy of their DD-214, Certificate of Release or Discharge from Active Duty. If the applicant is unable to provide the supporting documentation for the 10-point preference, but has provided the documentation for the 5-point preference, they will only receive the 5 point preference until the documentation for the 10 point preference is received.
- Highest education level achieved. Specify the name of educational institution, city, state, zip code (if known), date or expected date (month/year) of completion of degree requirements and type of degree received. Graduates of foreign universities must include proof of foreign education equivalency to an accredited U. S. college/university. To qualify based on education, submit a copy of your college transcript, along with your application.
- Paid and non-paid work experience related to the position. For each work experience include: job title, series/grade (if Federal employment), duties and accomplishments, employer's name and address, supervisor's name and address, and telephone numbers, starting and ending dates, hours per week, salary, and indicate if we may contact your current supervisor/employer.
- Job-related training courses (title and year), skills (e.g., other languages, typing speed, computer software/hardware, tools, etc.), certificates/current licenses, and honors, awards and special accomplishments (e.g., publications, memberships in professional societies, etc.).

NOTE: Use of any Government agency envelopes to file a job application is a violation of Federal laws and regulations. **Applications submitted in Government envelopes or via Government FAX machines will not be accepted.**

Disabled veterans or any other applicants eligible for non-competitive appointments should specify their special eligibility on the application. Individuals with a disability may request reasonable accommodations by calling 1-617-488-9006.

EVALUATION CRITERIA STATEMENTS FOR
ASSISTANT MANAGER OF QUALITY ASSURANCE

To be considered, applicants MUST address each of the following three evaluation criteria statements. Print and submit with application.

1. Please select the answer that best describes your experience demonstrating the ability to provide direct supervision over both employees and supervisors to accomplish production and quality standards. (*Circle the appropriate letter.*)

A. As my primary responsibility, I have experience with **both** of the following: managing a staff of 30 or more employees that included at least two levels/tiers of subordinate management (e.g. I supervised manager(s) who, in turn, supervised other supervisor(s) or team-lead(s)); and managing a staff to accomplish production and quality standards.

B. As my primary responsibility, I have experience with **both** of the following: a) managing a staff of 15 or more employees that included at least two levels of subordinate management (e.g. I supervised manager(s) who, in turn, supervised other supervisor(s) or team-lead(s)); **and**, managing a staff to accomplish production and/or quality standards.

C. I have experience with **both** of the following: managing at least one level/tier of subordinate management (e.g., I supervised supervisor(s)/team lead(s)); **and**, managing a staff to accomplish production and/or quality standards.

D. My experience is less than what is described above.

Applicants are also required to support their answer and complete the following.

Indicate the job from your attached resume or other application form that verifies the answer you selected. **OR** write in the space below, your experience that supports your answer above. In addition to listing your experience, you must include the employer's name and address, the title of the position, and the dates of employment. You may use a separate sheet of paper if needed. Include your name on each attachment.

2. Please select the answer that best describes your experience monitoring the quality of data collection processes, performance, or results. (Circle the appropriate letter.)

A. As a routine and critical component of my position, I was responsible for assuring the quality of quantitative data from work-units outside of my own staff as well as my own work unit. This responsibility included the review of **data** from a corporate/organizational perspective and from reports provided by various sources from within my organization. I identified data variance from standards, made recommendations to management, and implemented required modifications that affected work units outside of my own. Specifically, I analyzed quantitative data that was critical to the performance of other work units as well as my own (including budget or production data), and made recommendations on how to improve the performance quality of different work units.

B. As a routine and critical component of my position, I was responsible for assuring the quality of my **work-unit's** performance and/or quantitative data. This responsibility included analyzing management reports of **data**, ensuring that my work-unit was within appropriate standards, and implementing changes within my work-unit, if necessary, to meet the organization's expectations, and keep my work unit's performance within tolerable variance. This specifically included the analysis of quantitative/numeric data that was critical to the performance of my work-unit (including budget or production data).

C. As a routine and critical component of my position, I was responsible for assuring the quality of work for **those I supervised**. This specifically included the analysis of **either qualitative or quantitative data** critical to the performance of my work-unit. For example, I monitored the quality of my employees' performance, edited documents, and/or reviewed work products. This work was primarily limited to my own work-unit and I did not have to analyze organizational data reports for quality assurance.

D. My experience is less than what is described above.

Applicants are also required to support their answer and complete the following.

Indicate the job from your attached resume or other application form that verifies the answer you selected. **OR** write in the space below, your experience that supports your answer above. In addition to listing your experience, you must include the employer's name and address, the title of the position, and the dates of employment. You may use a separate sheet of paper if needed. Include your name on each attachment.

3. Please select the answer that best describes your experience with using data to recognize and correct budget, quality, and production problems. (Circle the appropriate letter.)

- A.** I have analyzed budget, quality, and production data in order to identify problems and **implement** corrective actions. I have used the information to persuasively communicate technical information and advice to managers.
- B.** I have analyzed budget, quality, and production data in order to identify problems and **recommend** corrective actions. I have used the information to persuasively communicate technical information and advice to managers.
- C.** I have experience using management reports to identify problems and have **recommended or implemented** corrective and effective action, but the data did **not** include budget, quality control, and production data. I have used the information to persuasively communicate technical information and advice to managers.
- D.** My experience is less than what is described above.

Applicants are also required to support their answer and complete the following.

Indicate the job from your attached resume or other application form that verifies the answer you selected. **OR** write in the space below, your experience that supports your answer above. In addition to listing your experience, you must include the employer's name and address, the title of the position, and the dates of employment. You may use a separate sheet of paper if needed. Include your name on each attachment.

SUBMIT YOUR COMPLETE APPLICATION PACKAGE TO:

**U. S. Census Bureau
Boston Regional Census Center
One Beacon Street 7th Floor
Boston, MA 02108**

ATTN: 2010 ELCO Management

APPLICATION DEADLINE: Your complete application package must be received in the Boston Regional Census Center by the closing date of the bulletin.

Applications received after this date will not be considered. We will contact you to schedule a time and location for testing.

Payment of relocation expenses IS NOT authorized.

For further information about this vacancy you may call toll free: 1 877 355 6188.

CONDITIONS OF EMPLOYMENT:

This is a Mixed-Tour work schedule that may be changed from full-time, part-time, or intermittent to accommodate fluctuating workloads.

Candidates selected for these positions must sign an agreement outlining the conditions of employment prior to the appointment.

Candidates are required to complete a Declaration of Federal Employment (OF-306) to determine your suitability for Federal employment and to authorize a background investigation.

Candidates are required to sign and certify the accuracy of all the information in your application. If you make false statements in any part of your application, you may not be hired; or you may be fired after you begin work; or you may be fined or jailed.

Public law requires all new appointees to present proof of identity and employment eligibility (e.g., U. S. citizenship).

FAIR LABOR STANDARDS ACT (FLSA): The incumbent will be exempt from the minimum pay and overtime provisions of the Fair Labor Standards Act (as amended by PL-93-259) based on the presence of duties that are identified with exemption criteria.

**THE U.S. DEPARTMENT OF COMMERCE IS AN
EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER**

ALL QUALIFIED APPLICANTS WILL BE CONSIDERED REGARDLESS OF AGE, RACE, COLOR, SEX, CREED, NATIONAL ORIGIN, LAWFUL POLITICAL AFFILIATION, DISABILITY, MARITAL STATUS, AND AFFILIATION WITH AN EMPLOYEE ORGANIZATION, SEXUAL ORIENTATION, OR OTHER NON-MERIT FACTOR.